

A User's Guide to Non-Emergency Medicaid Transportation

Reservations, Complaints and Appeals

In Virginia, all non-emergency Medicaid transportation (NEMT) is provided through a DMAS contract with LogistiCare, a transportation broker that pre-authorizes all trips and delivers them through a statewide network of transportation providers.

NOTE: Managed Care members should call the transportation numbers provided by their Managed Care Organization for reservations and complaints. Otherwise, the procedures are similar to the Fee-for-Service instructions below.

To make a Reservation

1. Transportation is available 24 hours a day, 7 days a week, holidays included.
2. To request a trip, you or your representative can contact the LogistiCare Call Center in Norton, VA at toll free 866-386-8331.
3. Have your Medicaid number ready as well as your pick-up address and the address of your destination. The customer service representative (CSR) will verify that you are eligible for Medicaid transportation. That means that you are currently enrolled in Medicaid, that you cannot transport yourself and the trip is to a Medicaid-covered service.
4. Some services require a Prior Authorization (PA) before transportation can be provided. Ask your Medicaid service provider to request a PA for you if one is necessary for your Medicaid service.
5. Please request your trips at least 2 days in advance and by Thursday noon for a Monday trip. After July 1, call 5 days in advance unless it is an urgent trip.
6. If you or become ill and your doctor can see you in less than two days, call the broker and request an Urgent Trip.
7. If you will have at least three trips per week at the same time and to and from the same destination, you can request a Standing Order and avoid booking each trip individually.
8. The CSR taking your reservation will give you a pick-up time and a unique ID number for the trip. Be ready to go 15 minutes before the pick-up time.
9. Saving the trip number will help the CSR retrieve your trip if you need to make a change or have a complaint.
10. The trip is sent electronically to your LogistiCare regional office for assignment to a transportation provider.
11. The same transportation provider will pick up and deliver you to the appointment and return you home afterward.

To make a Complaint

1. All complaints from recipients and facilities should go to the “Where’s My Ride?” (WMR) number at the regional office.

<i>Region 1:</i>	<i>Norton</i>	<i>866-809-4620</i>
<i>Region 2:</i>	<i>Bedford</i>	<i>866-254-5409</i>
<i>Region 3:</i>	<i>Richmond</i>	<i>866-810-8305</i>
<i>Region 4:</i>	<i>Norfolk</i>	<i>866-886-3975</i>
<i>Region 5/6:</i>	<i>Charlottesville</i>	<i>866-973-3310</i>
<i>Region 7:</i>	<i>Herndon</i>	<i>866-849-8859</i>

2. If the provider is late or is a no-show (does not arrive at all), WMR can try to recover the trip with another provider. "Late" is 15 minutes after the scheduled pick-up time.
3. All complaints to WMR are sent daily to the regional Quality Assurance coordinator for review and, if necessary, further investigation with the recipient, transportation provider or facility.
4. Complaints received at DMAS are forwarded to LogistiCare's Quality Assurance Director for investigation and response to DMAS in 3 days or less.
5. Accidents and incidents must be reported to LogistiCare by the transportation provider within 24 hours (with injuries) or 48 hours (no injuries). If you are involved in an accident or incident, please call WMR as soon as possible.

Denials and Appeals

1. LogistiCare determines the eligibility of the recipient and the eligibility of the trip purpose at the time of the call.
2. If the transportation request is denied, the caller is notified at the time of the call.
3. A written denial with the reason is mailed in 2 business days with information about the DMAS appeal process and a copy of the DMAS Appeal Form.
4. Normally, you must appeal within 30 days of the denial. You do not have to use the form to file an appeal.
5. Mail the Appeal to the DMAS Appeals Division at:
600 E. Broad Street, Suite 1300;
Richmond, VA 23219.
6. The Appeals Division will contact you and handle it from there. More information is available at <http://www.dmas.virginia.gov/app-home.htm> or (804) 371-8488.